Hearing our Consumer Voice:

The 2010 Mental Health Consumer Survey



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Executive Summary

The Wyoming Department of Health, Mental Health and Substance Abuse Services Division (hereafter, the Division) provides funding to local treatment centers. These centers deliver a broad array of mental health and substance abuse services to meet the needs of citizens of Wyoming. These services are designed to offer a continuum of care that can address each client's unique needs.

In order to provide continuous quality improvement, the Division utilizes client satisfaction surveys to monitor client access to care, quality of care, and client outcomes. The goal of this project is to perform an assessment of Wyoming's state-funded community mental health and substance abuse services by surveying a representative sample of consumers. The data gathered from these surveys are required for completion of the Substance Abuse and Mental Health Service Agency (SAMHSA) mental health block grant application. Survey results are also used to inform Wyoming's reporting of the National Outcome Measures (NOMS) for both mental health and substance abuse services (the original Mental Health Statistics Improvement Program (MHSIP) survey, designed only for mental health clients, has been modified to apply to substance abuse clients as well). This information is reviewed to highlight "what works" as well as to identify areas that could benefit from improvement to ensure that services are responsive to the needs of Wyoming clients.

Overall, youth, family members, and adult clients are satisfied with the mental health services they received from the Community Mental Health Centers (CMHC) throughout Wyoming. The Division received 58 surveys from family members whose children under 12 years of age received services, 65 surveys from youth, and 487 surveys from adult receiving mental health services. All age groups reported satisfaction with access, quality and appropriateness of services, and high ratings for cultural sensitivity of staff.

Please note there is an accompanying report of those clients who received substance abuse services. An additional report on clients who received Medicaid funded services is also being produced as a part of this study.

Methodology

The consumer survey is an annual project aimed to evaluate public community mental health and substance abuse services using responses from a statistically representative sample of consumers. Survey results are required for SAMHSA Mental Health Block Grant Reporting through the Uniform Reporting System. Historically, this project was contracted to a third party. The 2010 project was managed internally by the Division. Additionally, the scope of the project was expanded to include additional modules that captured clients receiving Medicaid-funded services. Future surveys may also include clients receiving Court Supervised Treatment program services.

To gain input from clients receiving services (or who had received services within a given time frame) from the Division's contracted treatment providers, client-level data from the Wyoming Client Information System (WCIS) was used. The sample of clients was stratified according to community mental health and substance abuse treatment center. Client records were randomly selected for inclusion in the sampling frame. The Division then provided that random list of Client IDs to each provider agency. Two centers (High Country Behavioral Health and Fremont Counseling Services) transmitted the client name and address for each deidentified client number to the Division via secure email. For these two centers, the Division mailed surveys to unique clients utilizing the provided names and addresses. The remaining centers were given the sample list of deidentified client ID numbers and stamped materials, which they then sent directly to the clients. Surveys were anonymous and were not matched to administrative databases. All survey responses were returned directly to the Division for data input and analysis.

Sampling considerations

- The sampling frame (the master list of all possible records that could be selected for inclusion in the sample) included all adults, adolescents, and parents/caregivers of all children served.
 - o The frame was based on all available data entered into WCIS by March 31, 2010.
 - It included both active and closed clients served between July 1, 2009 and March 31, 2010.
- The sample was stratified (organized) by center and site location (as per historical practice) so that information was collected statewide and on an individual-center-basis.
- Separate instruments were used for adult, adolescents (12-17 years of age), and family/caregiver of children (under 12 years of age) consumers of mental health or substance abuse services (depending on which services the client received in the time period of consideration).

Sampling plan

The Division generated a list of randomly selected Client ID numbers (based on stratification for each center) that were pulled from WCIS. Again, these ID numbers represented only clients served between October 1, 2009 and March 31, 2010. Included in the survey mailing was stamped return envelope, a small insert with information on the confidentiality practices surrounding the survey, and a specific survey form that was chosen based on the identified client type (mental health family/caregiver, adolescent, adult consumer; or substance abuse adolescent or adult consumer).

Mental Health Domains

Survey instruments were adapted from the federal Mental Health Statistics Improvement Program (MHSIP) to make sure quality indicators of specific relevance to Wyoming's public mental health and substance abuse systems were measured, and to ensure data comparability with national benchmarks. MHSIP surveys are based on age groups Youth Services Survey (YSS) for youth between 12-17 years of age, Youth Services Survey for Families (YSS-F) for children under 12 years of age, and the Adult Survey for persons 18 years of age and over. Wyoming used these surveys as the foundation for the Wyoming Specific Survey. Sample surveys can be found in Appendices A, B, and C.

Two additional questions were analyzed individually. These questions ask respondents to rate how they feel treatment can help people with mental illness lead normal lives and whether people are generally sympathetic towards mental illness. These questions were only asked of adult participants. Questions correspond to questions that are sometimes asked on the Behavioral Risk Factor Surveillance System (BRFSS).

Survey respondents answered several demographic questions before answering survey questions. The questions were in the form of statements with a Likert scale rating on how much the respondent agreed or disagreed with statements with an option for a neutral and a not applicable.

Questions were analyzed individually and by domains. Domain scores were calculated based on national methods. As part of these methods, any domain had to have at least two-thirds of the domain completed and ratings of "not applicable" were recoded as missing values. A mean score of the domain was calculated as well as a count of the number of positive (scores above 3.5), neutral (scores in between 1.6 and 3.4), or negative (scores below 1.5).

Access: Questions regarding access to services, convenience of service location, and waiting time to get an initial appointment.

Treatment planning: Information on the level of involvement with treatment planning provides feedback on the client and family member's participation in helping plan service goals and making decisions regarding treatment.

Outcomes: Clients and family members provide information on whether the treatment they receive is helping them get along better with others, live in a safe and stable environment, obtain education or employment, and improve health.

Social connectedness: The statements provide information regarding the availability of a social support system and network of family and friends who are supportive of the client's recovery.

Quality and Appropriateness of Services: Clients provide feedback on the quality of services and if the services met their needs.

Cultural Sensitivity: Respondents provide feedback on the respect and sensitivity of the staff regarding the client's culture

Satisfaction: Questions in this domain provide a general overview of the client's and family members' satisfaction with services received.

Results

Adult Survey

The following pages show the results of the surveys completed by adult clients (ages 18+) who were receiving or received mental health services.

Statewide the Division and local Community Mental Health Centers (CMHC) mailed out 4220 with 454 returned with a bad address. For an overall response rate of 13%, 487 adult clients participated in the consumer survey. Adults from each CMHC responded to this survey (see Figure 1). Carbon County had the lowest response rate while Hot Springs County Counseling had the highest response rate. Centers below the black bar have a lower than statewide response rate while centers above the black bar have a higher than statewide response rate.

Figure 1
Percent of Adult Participants by Agency FY 2010

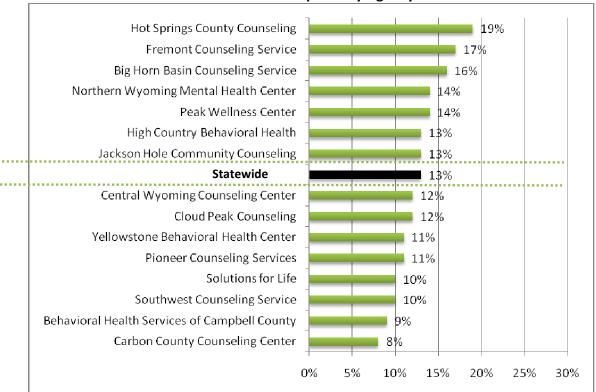


Figure 2 shows the percent of adult participants by age. All age categories are represented in these results with the largest participation from the middle age responder (45-54 years of age). There were 29 individuals who did not respond to the age question.



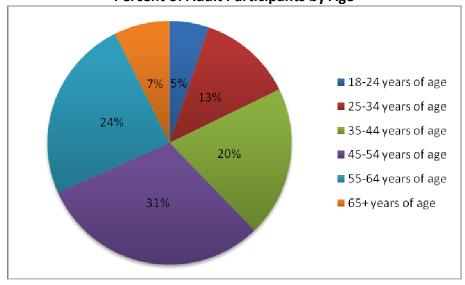


Figure 3 shows the percent of adult participants by gender. Consistent of other surveys, more females than males completed the survey. There were 13 individuals who did not respond to the gender question.

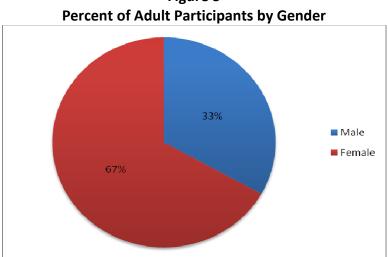


Figure 3

Figure 4 shows the survey results of adult participants by domains. The highest domain was general satisfaction. The lowest domain was social connectedness and the outcomes domain. Mean scores ranged from 3.66 to 4.21 (See figure 5).

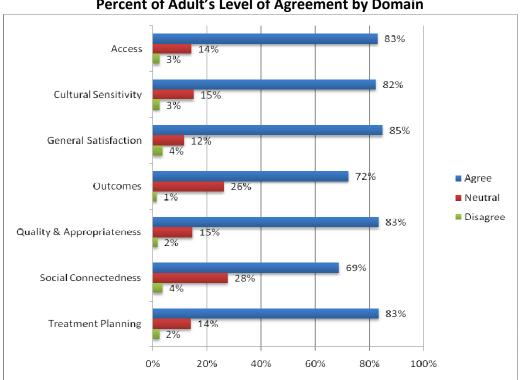


Figure 4 Percent of Adult's Level of Agreement by Domain

Figure 5
Mean Score of Adult by Domain

Domain	Mean Score	Standard Deviation
Access	4.05	.88
Culture Sensitivity	4.13	.89
General Satisfaction	4.21	.96
Outcomes	3.77	.78
Quality and Appropriateness	4.09	.80
Social Connectedness	3.66	.91
Treatment Planning	3.94	.86

Figure 6 shows the survey results of adult participants by question and the percentage who responded that they "agree" or "strongly agree" with each survey statement. The lowest percentage that agreed was in response to the statement "People are generally caring and sympathetic to people with mental illness" and the highest percentage that agreed was in response to the statement "Treatment can lead people with mental illness lead normal lives." These statements are questions asked on the BRFSS. The BRFSS uses these questions separately to look at different aspects of stigma within the community. The next lowest percentage was in response to the statement "I feel I belong in the community." Individuals also rated highly the statement "I was able to get the services I thought I needed."

Figure 6
Percent of Adult's Level of Agreement by Question

Question	# of Adult	% of Adults	
	Respondents	who Agree	
Access			
Services were available at times that were good for me.	473	83%	
Staff were willing to see me as often as I felt necessary.	478	82%	
I was able to get all of the services I thought I needed.	475	86%	
Culture Sensitivity			
Staff respected my family's religious/spiritual beliefs.	366	75%	
Staff were sensitive to my cultural/ethnic background.	402	81%	
General Satisfaction			
I like the services that I received here.	475	85%	

Question	# of Adult Respondents	% of Adults who Agree
Outcomes		
I do better in social situations.	456	64%
I do better in school and/or work.	346	57%
My housing situation has improved.	395	54%
My symptoms are not bothering me as much.	461	63%
I deal more effectively with daily problems.	467	68%
I am getting along better with my family.	449	66%
I am better able to control my life.	466	65%
I am better able to deal with crisis.	457	59%
I do things that are more meaningful to me.	465	67%
I am better able to take care of my needs.	459	68%
I am better able to handle things when they go wrong.	468	62%
I am better able to do things that I want to do.	466	61%
Quality and Appropriateness		
I felt free to complain.	457	78%
Staff here believe that I can grow, change, and recover.	465	85%
Staff encouraged me to take responsibility for how I live my	458	85%
life.		
Social Connectedness		
I am happy with the friendships I have.	468	69%
I have people with whom I can do enjoyable things.	469	69%
I feel I belong in my community.	462	50%
In a crisis, I have the support I need from family or friends.	470	71%
Treatment Planning		
I felt comfortable asking questions about my treatment and	466	83%
medication.		
I, not staff, decided my treatment goals.	454	67%
BRFSS Stigma Questions		
Treatment can help people with mental illness lead normal	467	87%
lives.		
People are generally caring and sympathetic to people with	467	31%
mental illness.		

Qualitative Results: Adult Survey

Most respondents (403) commented on "What has been the most helpful thing about the services that you received over the last 6 months." Some of the respondents responded not applicable because they hadn't received service in the last six months. A few of the comments responded that nothing was helpful.

Comments were examined for general themes. A large amount of comments mentioned staff including counselor, therapist, doctor, job coach, and receptionist. Some of the comments mentioned specific people who impacted their treatment while some of the comments were more general in their comments making statements such as the staff was kind, respectful, not judgmental, and sincere. Several individuals mentioned that having an objective person to talk to that was an outside of their friends and family was helpful. This type of person was understanding and without judgment. A few mentioned that staff gave them hope. Several clients used the phrasing "safe place to speak" and that the staff gave them "guidance but did not tell them what to do."

Several clients mentioned specific assistance from staff in connecting them to the community like specific events and how staff work through disability status. Similarly, several mentioned that they had learned how to cope with stressful situations, how to speak up for themselves, and how to set goals. Clients expressed that they had gained insight about themselves, their behaviors, and how to be accountable.

Another theme focused on medication and/or medication management services. Some mentioned specific medication or changes to their current medication. Several people mentioned specifically the assistance of staff in helping administer medication. Also a few individuals were thankful for financial assistance in particular with their medicine. Along a similar vain several individuals were thankful for the financial assistance with transportation and other quality of life issues.

Several comments focused on groups and specifically the Dialectical Behavioral Therapy (DBT) group was mentioned several times. Clients mentioned that the therapy allowed them an opportunity to socialize and meet new people which assisted in relationship building.

Less individuals (347) responded to what services could be improved than what was most helpful. However, a majority of responses indicated that they didn't know or didn't have any suggestions. Many wanted to express their appreciation of the services.

Similar to positive comments several comments focused on the staff. Some comments included specific people or job classifications. However, some respondents indicated that the staff were

rude, not understanding, and judgmental. Some indicated that they would like more "professional staff."

Several comments also indicated a need for more psychiatrists and more therapists. Several comments indicated a long wait between appointments or a desire to have more frequent appointments. Several comments focused on the changes in staff and the disappointment of losing their psychiatrists. A few indicated a need for crisis staff and a few indicated a need for a backup therapist in case their current therapist had their own family emergency.

Some comments focused on specific groups, classes, or handouts. Several of these comments focused on children/teen/adolescent groups. A few of the individuals were interested in parenting improvement programs. Also a few comments made suggestions for group family counseling or including family in the treatment.

Youth Survey

The following pages show the results of the surveys completed by youth clients (ages 12 to 18) who were receiving or received mental health services.

Statewide the Division and local Community Mental Health Centers (CMHC) mailed out 1160 with 102 returned with bad addresses, and 65 youth clients participated in the consumer survey for an overall response rate of 6%. The response rate from each CMHC is listed below (see Figure 7). As shown, two centers (Carbon County and High Country Counseling) did not receive response from any youth. The Hot Springs County Counseling Center received the highest participation rate. Centers below the black bar have a lower than statewide response rate while centers above the black bar have a higher than statewide response rate.

Figure 7
Percent of Youth Participants by Agency FY 2010

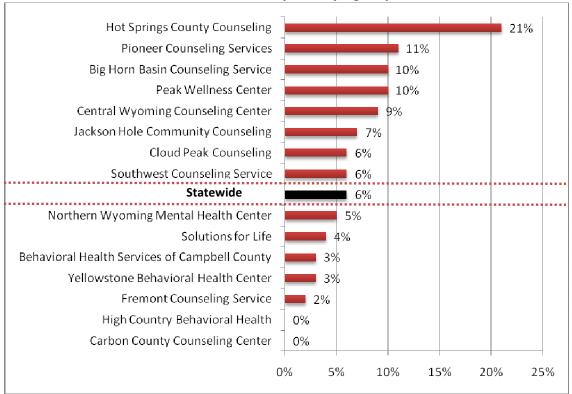


Figure 8 shows the percent of youth participants by age. There were 2 individuals who did not respond to the age question. A few of the younger children were given a youth survey instead of the family survey and a few children that just turned 18 were given the youth survey instead of the adult.

Figure 8

Percent of Youth Participants by Age

| 0-12 years old | 13-17 years old | 18-24 yea

Figure 9 shows the percent of youth participants by gender. Consistent with treatment and consistent of surveys, more females than males completed the survey. There were three individuals who did not respond to the gender question.

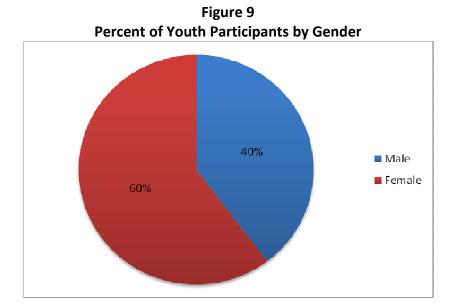


Figure 10 shows the survey results of youth participants by domains. The highest domains were general social connectedness, cultural sensitivity, and access. The lowest domain was the outcomes domain. Mean scores ranged from 3.55 to 4.12 (See figure 11).

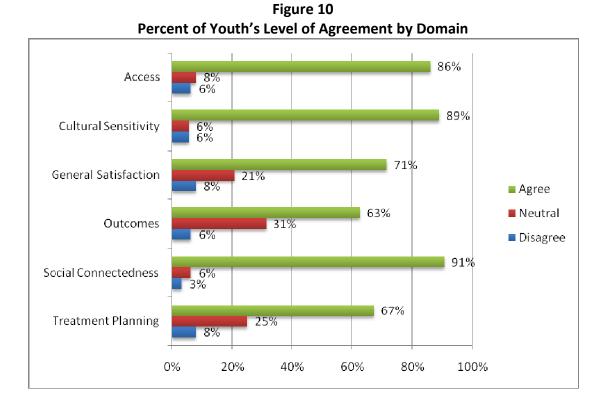


Figure 11
Mean Score of Youth by Domain

Domain	Mean Score	Standard Deviation
Access:	4.07	.93
Culture Sensitivity:	3.55	1.77
General Satisfaction	3.75	1.07
Outcomes:	3.66	.90
Social Connectedness:	4.12	.74
Treatment Planning:	3.94	.86

Figure 12 shows the survey results of youth participants by question and the percentage who responded that they "agree" or "strongly agree" with each survey statement. The lowest percentage that agreed was in response to the statement "I helped choose my services." The highest responses were to "I have people with whom I can do enjoyable things."

Figure 12
Percent of Youth's Level of Agreement by Question

Question	# of Youth	% of Youth	
	Respondents	who Agree	
Access			
The location of services was convenient for me.	62	89%	
Services were available at times that were convenient for	62	82%	
me.			
Culture Sensitivity			
Staff treated me with respect.	64	92%	
Staff spoke with me in a way that I understood.	64	94%	
Staff respected my family's religious/spiritual beliefs.	53	85%	
Staff were sensitive to my cultural/ethnic background.	56	88%	
General Satisfaction			
The people helping me stuck with me no matter what.	59	78%	
I felt I had someone to talk to when I was troubled.	62	84%	
I received services that were right for me.	61	80%	
I got the help I wanted.	62	65%	
I got as much help as I needed.	63	62%	
Overall, I am satisfied with the services I received.	64	78%	

Question	# of Youth Respondents	% of Youth who Agree
Outcomes		
I am better at handling daily life.	63	71%
I get along better with family members.	61	66%
I get along better with friends and other people.	62	65%
I am doing better in school and/or work.	59	63%
I am better able to cope when things go wrong.	62	66%
I am better able to do things that I want to do.	60	65%
I am satisfied with my family life right now.	61	54%
Social Connectedness		
I know people who will listen and understand me when I	62	84%
need to talk.		
I have people with whom I can do enjoyable things.	64	97%
I have people that I am comfortable talking with about my	63	84%
problems.		
In a crisis, I have the support I need from family or friends.	63	86%
Treatment Planning		
I helped to choose my services.	62	48%
I helped to choose my treatment goals.	64	76%
I was frequently involved in my treatment.	63	81%

Qualitative Results Summary: Youth

Most respondents (46) commented on "What has been the most helpful thing about the services that you received over the last 6 months." A few of the comments responded that nothing was helpful.

As with comments made by adult consumers, comments were examined for similar responses. Most of the respondents felt that the most helpful thing was the skill building (i.e., anger management, family communication, calming down, and coping) that they received. One respondent said "I had many options brought to my attention about how to handle the different struggles in my life, and that has been helpful." Respondents also frequently sited specific staff that was helpful. A few youth felt that having "someone to talk to that was objective and not their parents" was beneficial. Lastly youth said the center and the staff were responsive and there when they needed it.

A majority of youth (44) responded to what services could be improved. However, quite a few youth indicated that they didn't know or didn't have any suggestions. Similar to positive

comments several comments focused on the staff. Some indicated that they felt that staff were rude and unprofessional. Several mentioned the staff did not respect confidentiality. A few people wanted education for current staff on newer medicine and dealing with children. A few comments also indicated a need for more staff. Several comments indicated a need for better responsiveness (i.e., more frequent appointments, help when needed, a shorter wait list, more individual sessions, and later hours after school).

Family Survey

The following pages show the results of the surveys completed by family members of children (ages 5 to 12) who were receiving or received mental health services.

Statewide the Division and local Community Mental Health Centers (CMHC) mailed out 980 with 85 returned with bad addresses, and 58 parents of children receiving services participated in the consumer survey for an overall response rate of 6%. The response rate from each CMHC is listed below (see Figure 13). As shown, one center (Hot Springs County Counseling Center) did not receive response from any parents. Both Southwest Counseling Service and Big Horn County Counseling had the highest participation rate. Centers below the black bar have a lower than statewide response rate while centers above the black bar have a higher than statewide response rate.

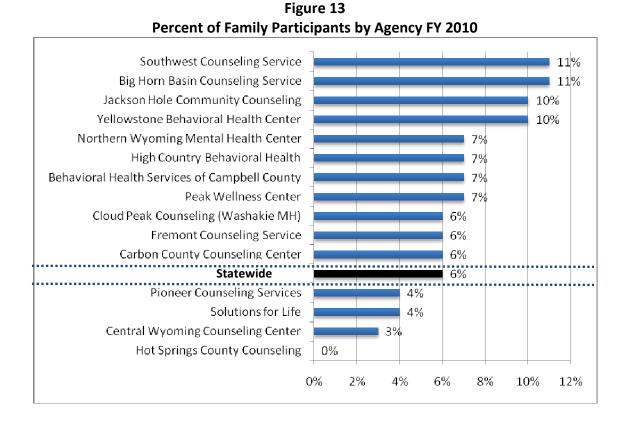


Figure 14 shows the percent of family participants by age. There were six individuals who did not respond to the age question. A few parents of children who had just turned 12 were given the family survey instead of the youth survey and a few parents filled out the survey on their children under the age of 5. The majority of individuals were 5-11.

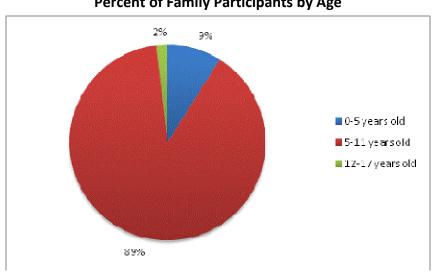


Figure 14
Percent of Family Participants by Age

Figure 15 shows the percent of family participants by gender. However, there may have been some confusion with the respondent marking their own gender and not their children's gender as there were some surveys that marked one and then explained they were filling the survey out for their son or daughter. In these cases the gender was recorded as the child's gender. There was one individual who did not respond to the gender question.

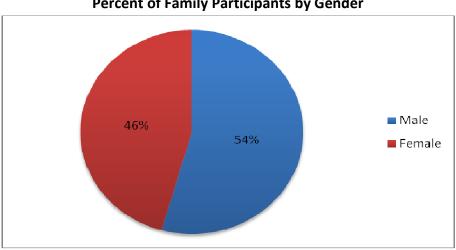


Figure 15
Percent of Family Participants by Gender

Figure 16 shows the survey results of family participants by domains. The highest domains were cultural sensitivity, access, and treatment planning. The lowest domain was the outcomes domain. Mean scores ranged from 3.26 to 4.12 (See figure 5).

Disagree

86%

100%

80%

Figure 16
Percent of Family's Level of Agreement by Domain

Outcomes

0%

Social Connectedness

Treatment Planning

Figure 17
Mean Score of Family by Domain

40%

60%

19%

20%

Domain	Mean Score	Standard Deviation
Access	4.01	1.11
Culture Sensitivity	3.26	1.95
General Satisfaction	3.87	1.19
Outcomes	3.65	1.06
Social Connectedness	3.96	1.03
Treatment Planning	4.12	1.06

Figure 17 shows the survey results of family participants by question and the percentage who responded that they "agree" or "strongly agree" with each survey statement. The lowest percentage that agreed was in response to the statement "I helped choose my services." The highest responses were to "I have people with whom I can do enjoyable things."

Figure 18
Percent of Family's Level of Agreement by Question

Access	Respondents	who Agree
Access		who Agree
The location of services was convenient for me.	55	87%
Services were available at times that were convenient for	54	81%
me		
Culture Sensitivity		
Staff treated me with respect.	57	93%
Staff spoke with me in a way that I understood.	58	95%
Staff respected my family's religious/spiritual beliefs.	47	85%
Staff were sensitive to my cultural/ethnic background.	50	82%
General Satisfaction		
The people helping my child stuck with us no matter what.	52	77%
I felt my child had someone to talk to when he/she was	52	81%
troubled.		l
The services my child and/or family received were right for	54	80%
us.		l
My family got the help we wanted for my child.	58	66%
My family got as much help as we needed for my child.	57	60%
Overall, I am satisfied with the services my child received.	58	74%
Outcomes		
My child is better at handling daily life.	54	70%
My child gets along better with family members.	54	65%
My child gets along better with friends and other people.	54	76%
My child is doing better in school and/or work.	48	60%
My child is better able to cope when things go wrong.	54	57%
My child is better able to do things he or she wants to do.	54	69%
I am satisfied with our family life right now.	53	51%
Social Connectedness		
I know people who will listen and understand me when I	55	80%
need to talk.		l
I have people with whom I can do enjoyable things.	55	82%
I have people that I am comfortable talking with about my	56	71%
child's problems.		1
In a crisis, I have the support I need from family or friends.	55	78%
Treatment Planning		
I helped to choose my child's services.	55	93%
I helped to choose my child's treatment goals.	53	91%
I was frequently involved in my child's treatment.	54	89%

Qualitative Results Summary: Family

Most respondents of children in services (53) commented on "What has been the most helpful thing about the services that you received over the last 6 months." Some of the respondents responded not applicable because they hadn't received service in the last six months. A few of the comments responded that nothing was helpful.

Again, comments were examined for common ideas. Most of the respondents felt that the most helpful thing was the skill building (i.e., coping with problems, anger management, self-esteem, relationship building, and listening) that they received. An example, she has helped with coping skills, esteem, & family issues. Respondents also frequently sited specific staff that was helpful. One respondent stated that having a counselor that "respectful, easy to work with, is responsive to our needs and has been very positive influence in our child's live." A few individuals felt that just having a neutral "outsider" to talk to was helpful. A few respondents mentioned that the center was responsive and available at times when needed. In addition, a few clients mentioned that being involved in treatment was helpful.

A majority of parents of children (44) responded to what could be improved. However, quite a few parents indicated that they didn't know or didn't have any suggestions. Many wanted to express their appreciation of the services. However, a few indicated that the staff was unprofessional, disorganized, and not experienced. A few participants wanted better communication between parents and center. Several participants wanted the counselors to be trained specifically in treatment of Autism. A few comments also indicated a need for more staff.

Several comments indicated a need for better responsiveness (i.e. help when needed, hours on weekend or afterschool, more time during individual sessions, and be on time for appointments). One respondent expressed their frustration saying "We felt as we weren't worth her time/effort."

Summary

Overall, youth, family members, and adult clients are satisfied with the mental health services they received from the Community Mental Health Centers (CMHC) throughout Wyoming. The Division received 58 surveys from family members whose children under 12 years of age received services, 65 surveys from youth, and 487 surveys from adult receiving mental health services. All age groups reported satisfaction with access, quality and appropriateness of services, and high ratings for cultural sensitivity of staff.

A few areas of focus for improvement were revealed. Across all age groups, the client outcome domain was the lowest. This is common with other states and the reports from previous

Wyoming surveys. The outcome domain must be interpreted with caution as clients at all levels in recovery were surveyed. However, an area of focus for adults may be to look at the statement "I feel I belong in my community (50% agreement)" and related to it that "People are generally caring and sympathetic to people with mental illness" (31% agreement). Adults expressed a need to for help connecting them to outside resources such as SSI or outside functions in the community. Participants that did receive help expressed appreciation for members of staff that helped them to receive SSI or helped them connect to outside community activities.

An area for youth improvement could be on the youth choice in what services they have an opportunity to receive. While most youth felt that they were included in treatment (81%) and were able to choose treatment goals (76%), a little less than half (48%) felt that they helped choose their services. Youth also expressed a need for responsiveness (i.e., more frequent appointments, help when needed, a shorter wait list, more individual sessions, and later hours after school).

Family surveys indicated that they needed improvement with the agreement of feeling satisfied with their family life. Again while this measure must be treated with caution, there is room for improvement in it. They also expressed a need for more responsiveness (i.e. help when needed, hours on weekend or afterschool, more time during individual sessions, and be on time for appointments).

Overall, survey findings are similar to previous years. Client voices of services received is positive and reflect satisfaction with the services received. Youth and Family voices were not as well represented as compared to past years and it is recommended to develop strategies in the upcoming year to increase youth and family voice.

Appendix A: Mental Health Adult Consumer Survey Instrument



Adult Survey 2010

Greetings!

As someone receiving treatment services in Wyoming, you are invited to participate in a very important annual survey about the services you receive from your community mental health and substance abuse center. The Wyoming Department of Health provides funding to local treatment centers. We are interested in what you think about the services received. The information collected will be used to improve the quality of services and as such your answers are very important to us and your community service provider.

Your participation is completely voluntary. Also, you can answer as many or as few questions as you wish. The survey is anonymous; that is, you will not be asked for you name or anything else that identifies you. We have included a return envelope that has been prepaid.

The Wyoming Department of Health is thankful for the time that you are taking to complete this survey and we ask you to give your honest opinion of services. We will be looking at the overall results of all the surveys to identify and work on areas that need to be improved and way services can be more responsive to your needs. We look forward to reviewing the information and working towards continued improvement in services to persons in recovery.

For more information or questions, please contact Mariah Storey at (307) 777-0	6492 or mariah.storey@health.wyo.gov
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Thank you,

Rodger McDaniel

Deputy Director

In order to provide the best mental health services to you, we would like to know what you think about the services you are receiving. Your answers are confidential and will be used to improve future services. For each survey item below, please check the box that corresponds to your answer.

The questions below refer to: AGENCY NAME Today's Date: 1. Your age (in years): ☐ Male ☐ Female 2. Your gender: 3. Are you Hispanic? ☐ Yes □ No 4. Your race/ethnicity? Check all that apply. ☐ White/ Caucasian ☐ African American/ Black ☐ Native American/ Alaskan Native □ Asian/ South/ Pacific Islander ☐ Other (please specify) 5. How long have you received mental health services from this center? _____ years ____ months 6. Please indicate which services you are currently receiving. ☐ Mental Health ☐ Substance abuse ☐ Other (please specify) ___ ☐ Both Mental Health & Substance Abuse 7. How did you become involved in receiving services from this center? (Check the primary reason only): ☐ I decide on my own ☐ I was encouraged by others ☐ I was required to come 8. Would you say that in general your health is ☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor As a direct result of services received in the past 6 months: Disagree Neutral Strongly Strongly Agree 9. I do better in social situations. \Box \Box 10. I do better in school and/or work. 11. My housing situation has improved. 12. My symptoms are not bothering me as much. 13. I deal more effectively with daily problems. 14. I am getting along better with my family. 15. I am better able to control my life. 16. I am better able to deal with crisis. 17. I do things that are more meaningful to me. \Box П 18. I am better able to take care of my needs. П П П 19. I am better able to handle things when they go wrong. 20. I am better able to do things that I want to do.

	se answer the following questions, thinking about your relations in the second relations is a second relation of the second relations in the second relations is a second relation of the second relation of the second relations is a second relation of the s	onships	with per	sons oth	ier than	your mer	itai neaiti
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA
21.	I am happy with the friendships I have.						
22.	I have people with whom I can do enjoyable things.						
23.	I feel I belong in my community.						
24.	In a crisis, I have the support I need from family or friends.						
Plea	se answer the following questions about attitudes toward me	ental illn	ess and t	reatme	nt:		
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA
25.	Treatment can help people with mental illness lead normal lives.						
26.	People are generally caring and sympathetic to people with mental illness.						
Plea	se provide feedback about the services you received:						
	•	Strongly Disagree	Disagree	Neutral	9	> 0	
27.		S O	ä	Nei	Agree	Strongly Agree	NA NA
	Services were available at times that were good for me.	□ 2 □		Ne	□ Agre	Strong Agree	N NA
	Services were available at times that were good for me. Staff were willing to see me as often as I felt necessary.						
28.							
28. 29.	Staff were willing to see me as often as I felt necessary.						
28. 29.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and						
28. 29. 30.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and medication.						
28. 29. 30.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and medication. I, not staff, decided my treatment goals. I felt free to complain.						
28. 29. 30. 31. 32. 33.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and medication. I, not staff, decided my treatment goals. I felt free to complain. Staff here believe that I can grow, change, and recover. Staff encouraged me to take responsibility for how I live my life.						
28. 29. 30. 31. 32. 33.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and medication. I, not staff, decided my treatment goals. I felt free to complain. Staff here believe that I can grow, change, and recover. Staff encouraged me to take responsibility for how I live my						
28. 29. 30. 31. 32. 33.	Staff were willing to see me as often as I felt necessary. I was able to get all of the services I thought I needed. I felt comfortable asking questions about my treatment and medication. I, not staff, decided my treatment goals. I felt free to complain. Staff here believe that I can grow, change, and recover. Staff encouraged me to take responsibility for how I live my life.						

Please answer the following questions about how you have been feeling during the past 30 days:						
All of the time	Most of the time	Some of the time	A little of the time	None of the time	Don't know	
ou received	over the	e last 6 m	onths?			
	All of the time	All of the time All of the time	All of the time All of the time All of the time Some of the time The time	All of the time Output	All of the time time of the ti	

Thank You!

Please place your completed survey in the provided envelope and place in the mail.

Appendix B: Mental Health Family Consumer Survey Instrument



Family Survey 2010

Greetings Parents!

As someone whose child receives treatment services in Wyoming, you are invited to participate in a very important annual survey about those services. The Wyoming Department of Health provides funding to local centers throughout the state to deliver treatment services. We are interested in how people like your child, who participate in these treatment programs, feel about the services their family is receiving. The information collected will be used to improve the quality of services and as such your answers are very important to us, your service provider, and the legislature.

Your participation is completely voluntary. Also, you can answer as many or as few questions as you wish. The survey is anonymous; that is, you will not be asked for your name or anything else that identifies you. We have included a return envelope that has been prepaid.

The Wyoming Department of Health is thankful for the time that you are taking to complete this survey and we ask you to give your honest opinion of services that your child is receiving. We will be looking at the overall results of all the surveys to identify and work on areas that need to be improved and way services can be more responsive to you and your child needs. We look forward to reviewing the information and working towards continued improvement in services to persons in recovery.

For more information or questions, please contact Mariah Storey at 777-6492 or <u>mariah.storey@health.wyo.gov</u>.

Thank you, Rodger McDaniel Deputy Director In order to provide the best mental health services to you, we would like to know what you think about the services you are receiving. Your answers are confidential and will be used to improve future services. For each survey item below, please check the box that corresponds to your answer.

The questions below refer to: AGENCY NAME

Today's Date: 1. Your child's age (in years): 2. Your child's gender: ☐ Male ☐ Female 3. Is your child Hispanic? ☐ Yes 4. Your child's race/ethnicity? Check all that apply. ☐ White/ Caucasian ☐ Native American/ Alaskan Native ☐ African American/ Black □ Asian/ South/ Pacific Islander ☐ Other (please specify) _ □ No 5. Is your child currently living with you? ☐ Yes 6. How long has your child received mental health services from this center? years months 7. Please indicate which services your child is currently receiving. ☐ Mental Health ☐ Substance abuse ☐ Both Mental Health & Substance Abuse ☐ Other (please specify) 8. How did you become involved in receiving services from this center? (Check the primary reason only): ☐ Our family decided ☐ We were encouraged by others ☐ We were required to come 9. Would you say that in general your child's health is ☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor As a direct result of services my child and/or family received in the past 6 months: Disagree Strongly **Strongly** Neutra Agree My child is better at handling daily life. 10. My child gets along better with family members. 11. 12. My child gets along better with friends and other people. My child is doing better in school and/or work. 13. П П П 14. My child is better able to cope when things go wrong. П 15. I am satisfied with our family life right now. My child is better able to do things he or she wants to do. 16. П П Please continue to next page.

Please answer the following questions, based on your relationships with persons other than your mental health provider:								
•	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	ĄN		
17. I know people who will listen and understand me when I need to talk.								
18. I have people with whom I can do enjoyable things.								
19. I have people that I am comfortable talking with about my child's problems.								
20. In a crisis, I have the support I need from family or friends.								
Please answer the following questions about attitudes toward mental illness and treatment:								
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA		
21. Treatment can help people with mental illness lead normal lives.								
22. People are generally caring and sympathetic to people with mental illness.								
Please provide feedback about the services you and your child recei	ved:							
rease provide recuback about the services you and your clina reser	Strongly Bisagree	Disagree	Neutral	Agree	Strongly Agree	AN		
23. I helped to choose my child's services.								
24. I helped to choose my child's treatment goals.								
25. The people helping my child stuck with us no matter what.								
26. I felt my child had someone to talk to when he/she was troubled.								
27. I was frequently involved in my child's treatment.								
28. The services my child and/or family received were right for us.								
29. The location of services was convenient for us.								
30. Services were available at times that were convenient for us.								
Please continue to next page.								

Please continue to next page.

Please provide feedback about the services you and your child received:							
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA
38.	My family got the help we wanted for my child.						
39.	My family got as much help as we needed for my child.						
40.	Staff treated me with respect.						
41.	Staff respected my family's religious/spiritual beliefs.						
42.	Staff spoke with me in a way that I understood.						
43.	Staff were sensitive to my cultural/ethnic background.						
44.	Overall, I am satisfied with the services my child received.						
45. -	What has been the most helpful thing about the services you and	your chil	d receive	ed over th	ne last 6 i	months? 	
46.	What would improve services here?						

Thank You!

Please place your completed survey in the provided envelope and place in the mail.

Appendix C: Mental Health Youth Consumer Survey Instrument



Youth Survey 2010

Greetings Parents!

As someone who receives treatment services in Wyoming, your child is invited to participate in a very important annual survey about those services. The Wyoming Department of Health provides funding to local centers throughout the state to deliver treatment services. We are interested in how people like your child, who participate in these treatment programs, feel about the services he/she is receiving. The information collected will be used to improve the quality of services and as such your child's answers are very important to us, your service provider, and the legislature.

Your child's participation is completely voluntary. You can opt out if you do not want your child to complete the enclosed survey. The survey is anonymous; that is, your child will not be asked for a name or anything else that identifies him/her. We have included a return envelope that has been prepaid.

The Wyoming Department of Health is thankful for the time that you take to complete this survey. We will be looking at the overall results of all the surveys to identify and work on areas that need improvement so that services are more responsive to your needs. We look forward to reviewing the information and working toward continued improvement in services to persons in recovery.

For more information or questions, please contact Mariah Storey at 777-6492 or mariah.storey@health.wyo.gov.

Thank you,

Rodger McDaniel

Deputy Director

Wyoming Department of Health, Mental Health and Substance Abuse Services Division | FY 2010 Consumer Survey Project Report

In order to provide the best mental health services to you, we would like to know what you think about the services you are receiving. Your answers are confidential and will be used to improve future services. For each survey item below, please check the box that corresponds to your answer.

The questions below refer to: Agency Name Today's Date: 47. Your age (in years): 48. Your gender: ☐ Male ☐ Female 49. Are you Hispanic? ☐ Yes □ No 50. Your race/ethnicity? Check all that apply. ☐ White/ Caucasian ☐ African American/ Black ☐ Native American/ Alaskan Native □ Asian/ South/ Pacific Islander ☐ Other (please specify) ___ 51. How long have you received mental health services from this center? _____ years ____ months 52. Please indicate which services you are currently receiving. ☐ Substance abuse ☐ Mental Health ☐ Both Mental Health & Substance Abuse ☐ Other (please specify) ___ 53. How did you become involved in receiving services from this center? (Check the primary reason only): ☐ I was encouraged by others ☐ I decide on my own ☐ I was required to come 54. Would you say that in general your health is ☐ Excellent ☐ Very Good ☐ Good ☐ Fair □ Poor As a direct result of services received in the past 6 months: Disagree Disagree Strongly Strongly ¥ 55. I am better at handling daily life. 56. I get along better with family members. 57. I get along better with friends and other people. П П \Box 58. I am doing better in school and/or work. 59. I am better able to cope when things go wrong. 60. I am satisfied with my family life right now. 61. I am better able to do things I want to do. Please continue to next page.

Please answer the following questio provider:	ns, thinking about your relationships	s with pe	ersons o	ther tha	n your	mental h	ealth		
p.c		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AN		
16. I know people who will listen and talk.	understand me when I need to								
17. I have people with whom I can do	enjoyable things.								
18. I have people that I am comfortal problems.	ole talking with about my								
19. In a crisis, I have the support I nee	ed from family or friends.								
Please answer the following questio	ns about attitudes toward mental ill	ness and	d treatm	nent:					
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AN A		
20. Treatment can help people with	mental illness lead normal lives.								
21. People are generally caring and illness.	sympathetic to people with menta	I 🗆							
Please provide feedback about the services you received:									
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA		
22. I helped to choose my services.									
23. I helped to choose my treatment	goals.								
24. The people helping me stuck with	me no matter what.								
25. I felt I had someone to talk to who	en I was troubled.								
26. I was frequently involved in my tr	eatment.								
27. I received services that were righ	t for me.								
28. The location of services was conv	enient for me.								
29. Services were available at times that	at were convenient for me.								
	Please continue to next p	oage.				1			

Please provide feedback about the services you received:							
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AN	
37. I got the help I wanted.							
38. I got as much help as I needed.							
39. Staff treated me with respect.							
40. Staff respected my religious/spiritual beliefs.							
41. Staff spoke with me in a way that I understood.							
42. Staff were sensitive to my cultural/ethnic background.							
43. Overall, I am satisfied with the services I received.							
44. What has been the most helpful thing about the services you receive	d over th	ne last 6	months	? 			
45. What would improve services here?				 			

Thank You!

Please place your completed survey in the provided envelope and place in the mail.